

STATEMENT OF WORK
Charleston-Hinesville Community Based Outpatient Clinic (CBOC) Unify
APE Processor

A. GENERAL INFORMATION

1. Title of Project: Charleston-Hinesville Community Based Outpatient Clinic (CBOC) Unify APE Processor

2. Scope of Work:

The contractor shall provide all resources necessary to accomplish the deliverables described in the statement of work (SOW), except as may otherwise be specified. The contractor will furnish and install V20810F7111B290 Memory Module 1GB for DSCXL V20810-F7111-B290 HIPATH 4000-COMMON HARDWARE and Processor card S30810K2319X300 HDCF Module for HiPath 4000 S30810-K2319-X300 HIPATH 4000-COMMON HARDWARE in a Unify AP 3700 IP which is part of the Charleston VA Medical Center HiPath 4000 PBX. Unify will obtain and generate new codeword for the HP4K to enable the survival processor. The Unify technician will install and activate codeword in Host HiPath 4000. These components and system configuration can only installed/configured by a Unify certified technician.

3. Background:

The Hinesville Community Based Outpatient Clinic currently has only one Unify APE Processor in their Unify telephone switch IPDA. The facility's telephones become inoperable each time there are circuit or VA network interruptions. The installation of a second processor redundancy and reduce telephone outages.

4. Performance Period:

The period of performance is before June 30, 2015. Work at the government site shall not take place on Federal holidays or weekends unless directed by the Contracting Officer (CO).

5. Type of Contract: Firm-Fixed-Price

6. Place of Performance:

Hinesville CBOC, 500 Oglethorpe Hwy., Hinesville, GA 31313.

B. CONTRACT AWARD MEETING

The contractor shall not commence performance on the tasks in this SOW until the CO has conducted a kick off meeting or has advised the contractor that a kick off meeting is waived.

C. GENERAL REQUIREMENTS

1. For every task, the contractor shall identify in writing all necessary subtasks (if any), associated costs by task, together with associated sub milestone dates. The contractor's subtask structure shall be reflected in the technical proposal and detailed project management plan (PMP).

2. All written deliverables will be phrased in layperson language. Statistical and other technical terminology will not be used without providing a glossary of terms.

3. Where a written milestone deliverable is required in draft form, the Government will complete their review of the draft deliverable within 10 calendar days from date of receipt. The contractor shall have 15 calendar days to deliver the final deliverable from date of receipt of the government's comments.

D. SPECIFIC MANDATORY TASKS AND ASSOCIATED DELIVERABLES

Description of Tasks and Associated Deliverables:

The contractor shall provide and install V20810F7111B290 Memory Module 1GB for DSCXL V20810-F7111-B290 HIPATH 4000-COMMON HARDWARE and Processor card S30810K2319X300 HDCF Module for HiPath 4000 S30810-K2319-X300 HIPATH 4000-COMMON HARDWARE in a Unify AP 3700 IP which is part of the Charleston VA Medical Center HiPath 4000 PBX. Installation will be coordinated with the Charleston Telecommunication Manager and performed after the Hinesville CBOC normal working hours.

The contractor shall provide the specific deliverables described below within the performance period stated in Section A.4 of this SOW.

Task One: The contractor shall provide a detailed PMP and briefing for the Government project team, which presents the contractor's plan for completing the task order. The contractor's plan shall be responsive to this SOW and describe, in further detail, the approach to be used for each aspect of the task order as defined in the technical proposal.

Deliverable One: A detailed PMP and briefing

Task Two:

Deliverable Two: Codeword and hardware map.

F. SCHEDULE FOR DELIVERABLES

1. The contractor shall complete the Delivery Date column in Attachment A for each deliverable specified.
2. Unless otherwise specified, the number of draft copies and the number of final copies shall be the same.
3. If for any reason the scheduled time for a deliverable cannot be met, the contractor is required to explain why (include the original deliverable due date) in writing to the CO, including a firm commitment of when the work shall be completed. This notice to the CO shall cite the reasons for the delay, and the impact on the overall project. The CO will then review the facts and issue a response in accordance with applicable regulations.

G. CHANGES TO STATEMENT OF WORK

Any changes to this SOW shall be authorized and approved only through written correspondence from the CO. A copy of each change will be kept in a project folder along with all other products of the project. Costs incurred by the contractor through the actions of parties other than the CO shall be borne by the contractor.

H. REPORTING REQUIREMENTS

1. Project Management Plan-The contractor will provide the Contract Management Plan within 10 days of award.
2. The Codeword and Hardware map will be provided to the Telecommunication Manager once the installation/activation is complete.

I. TRAVEL

The Government anticipates travel under this effort to perform the tasks associated with the effort. Include all estimated travel costs in the firm-fixed price line items. These costs will not be directly reimbursed by the Government.

J. GOVERNMENT RESPONSIBILITIES

The Government will provide computer and facility access.

K. CONTRACTOR EXPERIENCE REQUIREMENTS – KEY PERSONNEL

All contractor staff working on this project must be Unify HiPath 4000 PBX certified. These skilled experienced professional and/or technical personnel are essential for successful contractor accomplishment of the work to be performed under this contract and subsequent task orders and option. These are defined as key personnel and are those persons whose resumes were submitted. The contractor agrees that the key personnel shall not be removed, diverted, or replaced from work without approval of the CO and TOPM.

Any personnel the contractor offers as substitutes shall have the ability and qualifications equal to or better than the key personnel being replaced. Requests to substitute personnel shall be approved by the TOPM and the CO. All requests for approval of substitutions in personnel shall be submitted to the TOPM and the CO within 30 calendar days prior to making any change in key personnel. The request shall be written and provide a detailed explanation of the circumstances necessitating the proposed substitution. The contractor shall submit a complete resume for the proposed substitute, any changes to the rate specified in the order (as applicable) and any other information requested by the CO needed to approve or disapprove the proposed substitution. The CO will evaluate such requests and promptly notify the contractor of approval or disapproval thereof in writing.

N. SECURITY

Information System Security

The contractor shall ensure adequate LAN/Internet, data, information, and system security in accordance with VA standard operating procedures and standard contract language, conditions laws, and regulations. The contractor's firewall and web server shall meet or exceed the government minimum requirements for security. All government data shall be protected behind an approved firewall. Any security violations or attempted violations shall be reported to the VA project manager and the VHA Headquarters Information Security Officer as soon as possible. The contractor shall follow all applicable VA policies and procedures governing information security, especially those that pertain to certification accreditation.

The Veterans Affairs Acquisition Regulation (VAAR) security clause (cited below) must be included in all contracts:

VAAR- 852.273-75 "SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES"

(a) The contractor and their personnel shall be subject to the same Federal laws, regulations, standards and VA policies as VA personnel,

regarding information and information system security. These include, but are not limited to Federal Information Security Management Act (FISMA), Appendix III of OMB Circular A-130, and guidance and standards, available from the Department of Commerce's National Institute of Standards and Technology (NIST). This also includes the use of common security configurations available from NIST's Web site at:

<http://checklists.nist.gov>

(b) To ensure that appropriate security controls are in place, Contractors must follow the procedures set forth in "VA Information and Information System Security/Privacy Requirements for IT Contracts" located at the following Web site: <http://www.iprm.oit.va.gov>."

Security Training

All contractor employees and subcontractors under this contract or order are required to complete the VA's on-line Security Awareness Training Course and the Privacy Awareness Training Course annually. Contractors must provide signed certifications of completion to the CO during each year of the contract. This requirement is in addition to any other training that may be required of the contractor and subcontractor(s).

Contractor Personnel Security

All contractor employees who require access to the Department of Veterans Affairs' computer systems shall be the subject of a background investigation and must receive a favorable adjudication from the VA Security and Investigations Center (07C). The level of background security investigation will be in accordance with VA Directive 0710 dated September 10, 2004 and is available at: <http://www.va.gov/pubs/asp/edsdirec.asp> (VA Handbook 0710, Appendix A, Tables 1 - 3). Appropriate Background Investigation (BI) forms will be provided upon contract (or task order) award, and are to be completed and returned to the VA Security and Investigations Center (07C) within 30 days for processing. Contractors will be notified by 07C when the BI has been completed and adjudicated. These requirements are applicable to all subcontractor personnel requiring the same access. If the security clearance investigation is not completed prior to the start date of the contract, the employee may work on the contract while the security clearance is being processed, but the contractor will be responsible for the actions of those individuals they provide to perform work for the VA. In the event that damage arises from work performed by contractor personnel, under the auspices of the contract, the contractor will be responsible for resources necessary to remedy the incident.

The investigative history for contractor personnel working under this contract must be maintained in the databases of either the Office of Personnel

Management (OPM) or the Defense Industrial Security Clearance Organization (DISCO). Should the contractor use a vendor other than OPM or Defense Security Service (DSS) to conduct investigations, the investigative company must be certified by OPM/DSS to conduct contractor investigations.

1. **Background Investigation**

The position sensitivity impact for this effort has been designated as Low Risk and the level of background investigation is NACI.

2. **Contractor Responsibilities**

a. The contractor shall bear the expense of obtaining background investigations. If the investigation is conducted by the Office of Personnel Management (OPM) through the VA, the contractor shall reimburse the VA within 30 days.

b. Background investigations from investigating agencies other than OPM are permitted if the agencies possess an OPM and Defense Security Service certification. The Vendor Cage Code number must be provided to the Security and Investigations Center (07C), which will verify the information and advise the contracting officer whether access to the computer systems can be authorized.

c. The contractor shall prescreen all personnel requiring access to the computer systems to ensure they maintain a U.S. citizenship and are able to read, write, speak and understand the English language.

d. After contract award and prior to contract performance, the contractor shall provide the following information, using Attachment B, to the CO:

- (1) List of names of contractor personnel.
- (2) Social Security Number of contractor personnel.
- (3) Home address of contractor personnel or the contractor's address.

e. The contractor, when notified of an unfavorable determination by the Government, shall withdraw the employee from consideration from working under the contract.

- f. Failure to comply with the contractor personnel security requirements may result in termination of the contract for default.

g. Further, the contractor will be responsible for the actions of all individuals provided to work for the VA under this contract. In the event that damages arise from work performed by contractor provided personnel, under the auspices of this contract, the contractor will be responsible for all resources necessary to remedy the incident.”

3. Government Responsibilities

a. The VA Security and Investigations Center (07C) will provide the necessary forms to the contractor or to the contractor's employees after receiving a list of names and addresses.

b. Upon receipt, the VA Security and Investigations Center (07C) will review the completed forms for accuracy and forward the forms to OPM to conduct the background investigation.

c. The VA facility will pay for investigations conducted by the OPM in advance. In these instances, the contractor will reimburse the VA facility within 30 days.

d. The VA Security and Investigations Center (07C) will notify the contracting officer and contractor after adjudicating the results of the background investigations received from OPM.

e. The contracting officer will ensure that the contractor provides evidence that investigations have been completed or are in the process of being requested.

P. CONFIDENTIALITY AND NONDISCLOSURE

It is agreed that:

1. The preliminary and final deliverables and all associated working papers, application source code, and other material deemed relevant by the VA which have been generated by the contractor in the performance of this task order are the exclusive property of the U.S. Government and shall be submitted to the CO at the conclusion of the task order.

2. The CO will be the sole authorized official to release verbally or in writing, any data, the draft deliverables, the final deliverables, or any other written or printed materials pertaining to this task order. No information shall be released by the contractor. Any request for information relating to this task order presented to the contractor shall be submitted to the CO for response.

3. Press releases, marketing material or any other printed or electronic documentation related to this project, shall not be publicized without the written approval of the CO.

| <u>Deliverable No.</u> | <u>Item</u> | <u>Quantity</u> | <u>Delivery Date</u> |
|-------------------------------|-----------------------------|------------------------|-------------------------------------|
| One | A detailed PMP and briefing | | Within 30 calendar days after award |
| Two | Codeword | <u>1</u> | Day of Installation |

Attachment B

**SECURITY
BACKGROUND INVESTIGATION INFORMATION**
(Submit after award and prior to contract performance)

Complete this form after contract award if contractor employee does not possess a NACI clearance. The completed form must be sent directly to the Contracting Officer within ten days of award.

Vendor Name: _____ Cage Code No. _____

Address: _____

City, State, and Zip Code: _____

1. Was the employee prescreened? _____ yes or _____ no
2. Is the employee a U.S. Citizen? _____ yes or _____ no
3. Can the employee read, write, speak and understand English language?
_____ yes or _____no

Information From Employee Requiring a Clearance

Name _____

Social Security No. _____

Address _____

| City | State | Zip Code |
|------|-------|----------|
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